

# Insurance Commissioner Stewart Announces Extended Office Hours to Provide Assistance for Consumers Post-Hurricane Sandy

Dover – In the days following Hurricane Sandy, those who suffered damages will begin filing insurance claims. Today, Delaware Insurance Commissioner Karen Weldin Stewart announced that she will extend office hours to better assist consumers with storm-related questions or problems. Commissioner Stewart stated that ***“In the wake of Hurricane Sandy, The Delaware Department of Insurance is here to provide guidance to both residents and the insurance industry. Delawareans should call their insurance company or agent with their policy number and relevant information as soon as possible after experiencing storm-related damage and keep a diary of all conversations with insurance company representatives, creditors, and relief agencies.”***

Commissioner Stewart explained that the Department of Insurance will be operating extended hours until 8 p.m. in the Consumer Services division starting tomorrow, November 1st and continuing through Friday, November 2nd. Before calling your insurance company, residents are advised to locate their policy number and other relevant information to expedite processing their claim. If possible, take photographs or video of the damage before clean-up or repairs. After you’ve documented the damage, take steps to prevent further damage to your property (cover broken windows, leaking roofs and damaged walls). These tips and other useful information can be found on our website at [www.delawareinsurance.gov](http://www.delawareinsurance.gov).

Consumers seeking assistance in navigating the insurance claim process can contact the Delaware Department of Insurance by calling **1-800-282-8611**. We also advise residents to contact our Fraud Bureau at **1-800-632-5154** if you suspect fraud regarding home repair.